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2010 Feb 26 PM 3:25
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

FILED

Handwritten signature and date: 3-1-10

COVER LETTER

TO: Amendment Section
Division of Corporations

SUBJECT: KAY TECHNOLOGY CORP. INC.
(Name of Corporation)

DOCUMENT NUMBER: F09000005219

The enclosed Amendment and fee are submitted for filing.

Please return all correspondence concerning this matter to the following:

JASON KLEIN
(Name of Contact Person)

KANA SOFTWARE, INC.
(Firm/Company)

181 CONSTITUTION DR.
(Address)

MENLO PARK, CA 94025
(City/State and Zip Code)

For further information concerning this matter, please call:

JASON KLEIN at (650) 614-8300
(Name of Contact Person) (Area Code & Daytime Telephone Number)

Enclosed is a check for the following amount:

\$35.00 Filing Fee

\$43.75 Filing Fee & Certificate of Status

\$43.75 Filing Fee & Certified Copy (Additional copy is enclosed)

\$52.50 Filing Fee, Certificate of Status & Certified Copy (Additional copy is enclosed)

Mailing Address:
Amendment Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

Street Address:
Amendment Section
Division of Corporations
Clifton Building
2661 Executive Center Circle
Tallahassee, FL 32301

PROFIT CORPORATION
APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO
APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA
(Pursuant to s. 607.1504, F.S.)

SECTION I
(1-3 MUST BE COMPLETED)

F09000005219
(Document number of corporation (if known))

1. KAY TECHNOLOGY CORP. INC.
(Name of corporation as it appears on the records of the Department of State)
2. DELAWARE (Incorporated under laws of)
3. 12/28/2009 (Date authorized to do business in Florida)

2010 Feb 26 PM 3:28
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

FILED

SECTION II
(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)

4. If the amendment changes the name of the corporation, when was the change effected under the laws of its jurisdiction of incorporation? 12/23/2009

5. KANA SOFTWARE, INC.
(Name of corporation after the amendment, adding suffix "corporation," "company," or "incorporated," or appropriate abbreviation, if not contained in new name of the corporation)

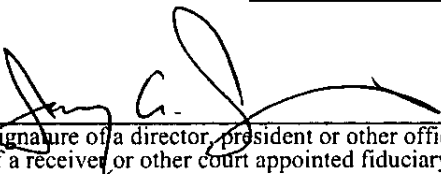
(If new name is unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

6. If the amendment changes the period of duration, indicate new period of duration.

(New duration)

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

(New jurisdiction)


(Signature of a director, president or other officer - if in the hands of a receiver or other court appointed fiduciary, by that fiduciary)

JAY A. JONES
(Typed or printed name of person signing)

SECRETARY
(Title of person signing)

Delaware

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The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE DO HEREBY CERTIFY THAT THE SAID "KAY TECHNOLOGY CORP, INC." FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "KANA SOFTWARE, INC.", ON THE TWENTY-THIRD DAY OF DECEMBER, A.D. 2009, AT 4:08 O'CLOCK P.M.


AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "KANA SOFTWARE, INC.", IS THE LAST KNOWN TITLE OF RECORD OF THE AFORESAID CORPORATION.

4737887 8321

100110765

You may verify this certificate online
at corp.delaware.gov/authver.shtml




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 7819260

DATE: 02-18-10